



## Position Description – Executive Coordinator to the Vice President and Chief Operating Officer (COO)

### Position Details

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<b>Position Title:</b>	Executive Coordinator to the Vice President and Chief Operating Officer
<b>Position Number:</b>	<NEW>
<b>College/Portfolio:</b>	Operations
<b>School/Group:</b>	Office of the Chief Operating Officer
<b>Campus Location:</b>	Based at the City campus but may be required to work and/or be based at other campuses of the University.
<b>Classification:</b>	HEW 7
<b>Employment Type:</b>	Continuing
<b>Time Fraction:</b>	1.0 FTE

### RMIT University

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RMIT is a multi-sector university of technology, design and enterprise with more than 96,000 students and close to 10,000 staff globally. The University's mission is to help shape the world through research, innovation and engagement, and to create transformative experiences for students to prepare them for life and work.

<https://www.rmit.edu.au/about>

<https://www.universitiesaustralia.edu.au/university/rmit-university/>

Our three main campuses in Melbourne are located in the heart of the City, Brunswick and Bundoora. Other locations include Point Cook, Hamilton and Bendigo, two campuses in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain. RMIT is a truly global university.

<https://www.rmit.edu.au/about/our-locations-and-facilities>

We are also committed to redefining our relationship in working with, and supporting, Indigenous self-determination. Our goal is to achieve lasting transformation by maturing our values, culture, policy and structures in a way that embeds reconciliation in everything we do. We are changing our ways of knowing, working and being to support sustainable reconciliation and activate a relationship between Indigenous and non-Indigenous staff, students and community. Our three campuses in Melbourne (City, Brunswick and Bundoora campuses) are located on the unceded lands of the people of the Woi Wurrung and Boon Wurrung language groups of the eastern Kulin Nation.

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## Why work at RMIT University

Our people make everything at the University possible. We encourage new approaches to work and learning, stimulating change to drive positive impact. Find out more about working at RMIT University, what we stand for and why we are an Employer of Choice.

<https://www.rmit.edu.au/careers>

We want to attract those who will make a difference. View RMIT's impressive standings in university rankings.

<https://www.rmit.edu.au/about/facts-figures/reputation-and-rankings>

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## Operations Portfolio

The Operations Portfolio is led by the Chief Operating Officer (COO), and consists of the following teams:

- Office of the Chief Operating Officer
- People and Culture
- Finance and Assurance
- Enterprise Projects and Business Performance
- Health and Safety
- Governance, Policy and Compliance
- Legal Services
- Information Technology Services
- Property Services
- Data and Analytics Services

The Operations Portfolio is responsible for providing enabling services across RMIT Group, working with all Colleges and Portfolios to assist them in achieving annual and strategic objectives, while also ensuring day to day operations are efficient and effective.

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## Position Summary

The Executive Coordinator is critical in supporting and facilitating the work of the Chief Operating Officer (COO). The role is responsible for the administrative, secretarial, and executive support to the COO. The position will work flexibly within the team-oriented Office of the Chief Operating Officer (OCCO). The role also provides support to the Operations Leadership Team (OLT) and its cycle of activities.

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## Reporting Line

Reports to: Strategy Advisor to the Vice President and Chief Operating Officer

Direct reports: 0

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## Organizational Accountabilities

RMIT University is committed to the health, safety and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

Appointees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff is up to date.

### Key Accountabilities

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- Provide high-level, confidential executive support including managing the diary and travel arrangements, for the COO, in keeping with agreed strategic priorities, proactively seeking information on meeting requests and exercising discretionary judgement in assessing requests prior to scheduling.
- Provide high quality professional administrative support to the COO ensuring that they are prepared and briefed for diarised commitments and engagements.
- Proactively reschedule meetings to address changing priorities or to enable the COO to respond to ad hoc critical issues as they arise, ensuring all stakeholders are kept informed.
- Identify and prioritise critical matters and ensure response/action in a timely manner.
- Maintain all administrative duties of the COO including day-to-day team engagement and task prioritisation.
- Work closely with the COO on establishing engagement priorities and assisting to ensure deadlines are set, communicated, and followed up.
- Make all arrangements associated with organising internal and external meetings, videoconferences, and events, including ensuring all paperwork for the meeting is easily accessed by the COO, arrange relevant room bookings, AV and IT services, tracking attendees and apologies and the provision of diary advice.
- Receiving guests and visitors to the University as required, particularly those meeting with the COO.
- Prepare draft communications and reports for the COO, under the general guidance and direction, as required.
- Responsible for document management control and implementing processes and procedures as required, maintaining relevant contact lists, databases and filing systems.
- Proof-reading, checking, finalising edits to documents as required, under general guidance and direction.
- Maintain an up-to-date knowledge of the activities and projects occurring across the Operations Portfolio and support for the Operations Leadership Team.
- Manage issues using a problem-solving mindset with discretion.
- Act as the delegate for the COO, where appropriate and approved, for example purchase order requests, invoice processing and credit card reconciliations.
- Maintain flexibility to undertake other duties as required and as appropriate to the role and nature of the position.

### Key Selection Criteria

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1. Demonstrated experience in the provision of high-level executive support to senior executives in large and complex organisations with the ability to act with diplomacy, discretion and tact.
2. Excellent customer service skills, including interpersonal skills and ability to build relationships with peers and teams, and other senior stakeholders.
3. Highly developed communication skills - both written and verbal with strong attention to detail.
4. Ability to work flexibly and efficiently as a member of a team providing quality service to a wide range of clients internally and externally in a fast-paced environment.
5. A high level of discretion with a commitment to confidentiality and demonstrated ability to apply judgement.
6. Proactive with the ability to think creatively and critically.
7. Excellent organisational skills including task prioritisation and demonstrated ability to work flexibly across a range of tasks.
8. Proficient in the use of the Office 365 suite and in the use of document management systems.
9. Knowledge of financial management and the tertiary education sector is highly desirable.

## Qualifications

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A tertiary qualification is desired. Applicants without formal qualifications must have an equivalent level of expertise gained through experience.

<b>Approved:</b>	Signature:
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